

Department of Health & Human Services
Centers for Medicare & Medicaid Services

Printed: 10/09/2026
Form Approved OMB
No. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 056231	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/08/2026
NAME OF PROVIDER OR SUPPLIER Lassen Nursing & Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE 2005 River Street Susanville, CA 96130	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
F 0600 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on interview and record review, the facility failed to ensure the residents' right to be free from verbal abuse for four of four sampled residents when the Activities Assistant (AA), yelled at Residents during a smoke break activity. (Residents 1, 2, 3 and 4) This resulted in embarrassment, fear, humiliation and made the Residents felt like children. This caused Resident 1 emotional distress and had the potential to negatively impact the other Resident's emotional and psychosocial well-being. During a review of the facility's policy and procedure titled, Abuse Prevention Program indicated, the residents have the right to be free from abuse, neglect, misappropriation of resident property, corporal punishment and involuntary seclusion. The facility is committed to protecting our residents from abuse by anyone, including, but not necessarily limited to: facility staff, other residents, family members. During a review of the facility's policy and procedure titled, Resident Rights indicated, employees shall treat all residents with kindness, respect, and dignity. A review of Resident 1's admission Record indicated she was admitted to the facility on [DATE] with diagnoses that included, left leg fracture, obesity, and a fast heart rate. A review of Resident 1's Minimum Data Set (MDS, an assessment and care screening tool), dated 6/8/2026, indicated Resident 1's Brief Interview for Mental Status (BIMS, a test of memory and decision making skills scored from 0-15) score was 15, no memory or decision making problems. During an interview on 7/2/26 at 10:00 a.m., with Resident 1, Resident 1 stated, I was sitting out in the smoking area with [Resident's 2, 3, and 4]. [Resident 3] asked [AA] for another cigarette and [AA] gave him one. I then asked him for another one too, [AA] took a deep breath and launched into a lecture about smoking. [AA] became unglued and started yelling at me about how he hates the smell of cigarettes, he hates lighting the cigarettes for us, and he hates coming out here with us on our smoke breaks. It made me feel like I was a child getting a lecture. I have Post traumatic Stress Disorder (PTSD) and it brought all that up again. I avoided going to any room that I thought he would be in. I stayed in my room for a couple days until the Administrator told me he had been suspended and later that he quit. A review of Resident 2's admission Record indicated Resident 2 was admitted to the facility on [DATE] with diagnoses that included, heart attack, difficulty in walking, and generalized weakness. A review of Resident 2's MDS, dated [DATE], indicated Resident 2's BIMS score was 15. During an interview on 7/2/26 at 10:46 a.m., with Resident 2, Resident 2 stated, We were outside on our smoke break and [Resident 1] asked for another cigarette. [AA] became unglued and started yelling at [Resident 1]. [AA] said I hate coming out here with you guys to smoke, I hate the smell of cigarettes, and I hate lighting them for you. [AA] looked very angry when he was yelling at her [Resident 1]. I finished my cigarette and went back inside. A review of Resident 3's admission Record indicated Resident 3 was admitted on [DATE] with diagnoses that included, congestive heart failure (the heart does not beat as well as it (continued on next page)		

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
--	-------	-----------

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 056231	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 07/08/2026
NAME OF PROVIDER OR SUPPLIER Lassen Nursing & Rehabilitation Center		STREET ADDRESS, CITY, STATE, ZIP CODE 2005 River Street Susanville, CA 96130	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
F 0600 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Some	should), generalized weakness, and low blood pressure.A review of Resident 3's MDS, dated [DATE], indicated Resident 3's BIMS score was 15.During an interview on 7/2/26 at 11:26 a.m., with Resident 3, Resident 3 stated, We were outside taking our smoke break when I asked for another cigarette and [AA] handed me one. Then [Resident 1] asked [AA] for another cigarette, and he just started yelling at her. [AA] was yelling about how much he hates cigarettes. He hates the smell of them, hates coming outside on our smoke break with us, and lighting them for us. [AA] made me feel like I was a child.A review of Resident 4's admission Record indicated Resident 4 was admitted on [DATE] with diagnoses that included, left leg fracture, weakness, difficulty walking and anxiety (fear of the unknown).A review of Resident 4's MDS, dated [DATE], indicated Resident 4's BIMS score was 9 (moderately impaired).During an interview on 7/2/26 at 12:30 p.m., with Resident 4, Resident 4 stated, We were out taking our smoke break with [AA] that works in activities. [AA] all of a sudden starts yelling at us. AA yelled about having to be out here with us and how much he hated the smell of smoke. It made me feel nervous and I quickly finished my cigarette and went back inside.During a concurrent interview and record review on 7/2/26 at 12:46 p.m., with Social Services (SS), Resident 1's, Interview Record, dated 6/23/26, was reviewed. The Interview Record indicated, Resident 1 said AA was very rude, yelling, cussing. Resident 1 asked AA for a second cigarette and he said no and if that was a problem she could take it up with the Activity Director. Resident 1 said AA yelled he hated taking smokers out and made her feel embarrassed. Resident 1 said she did not feel safe and every time AA takes them out, she couldn't talk and that when this happened the environment felt hostile. AA stated to Resident 1, I'm not giving you another one. I don't even like being freaking out here with you guys. Resident 1 felt scared and felt she had a PTSD moment and couldn't handle it, so she rolled herself away to do a lap around the building. Resident 1 said she doesn't feel safe around him and doesn't think her PTSD can handle it. Resident 1 stated she has not participated in activities when AA is present because of the way AA speaks to her. Resident 1 said it is a hostile environment when smoking and he is there.		